

CORPORATE AND POSTAL BUSINESS LAW SECTION  
LAW DEPARTMENT



August 6, 2021

Hon. Erica A. Barker, Secretary  
Postal Regulatory Commission  
901 New York Avenue, NW, Suite 200  
Washington, DC 20268-0001

Dear Ms. Barker:

In accordance with Commission Order No. 5591, issued July 20, 2020 in Docket No. MT2020-2, the Postal Service hereby submits the attached Extended Mail Forwarding market test data collection report for Fiscal Year 2021, Quarter 3.

If you have any questions, please do not hesitate to contact me.

Best regards,

Sean C. Robinson  
Attorney  
Pricing and Product Support

## PRC REPORT FY21 Q3

**PROGRAM:** Extended Mail Forwarding Marketing Test

**LAUNCH DATE FOR MARKET TEST:** August 1, 2020 (only includes data for 9 districts)

**TIME PERIOD OF EVALUATION:** April 1, 2021 through June 30, 2021 (includes nationwide data by Area)

**DESCRIPTION:** For a fee, Extended Mail Forwarding will provide customers who submit a permanent change-of-address (COA) request with the option to extend their mail forwarding in six-month increments (up to three six-month extensions) of all First-Class Mail, First-Class Package Service Commercial, and Priority Mail mailpieces beyond the initial 1 year forwarding period.

### METRICS:

#### 1) Number of Extensions

Area	# of 6 Month Extensions	# of 12 Month Extensions	# of 18 Month Extensions	Total Extensions
Atlantic	46,082	28,235	14,012	88,329
Central	27,060	15,339	6,845	49,244
Southern	51,431	26,943	11,992	90,366
Western-Pacific	60,865	35,260	17,543	113,668
Overseas	47	20	10	77
<b>Total</b>	<b>185,485</b>	<b>105,797</b>	<b>50,402</b>	<b>341,684</b>

Source: Extended Mail Forwarding Monthly Push Report

#### 2) Revenue

Area	Revenue from 6 Month Extensions	Revenue from 12 Month Extensions	Revenue from 18 Month Extensions	Total Revenue
Atlantic	\$919,335.90	\$845,638.25	\$559,779.40	\$2,324,753.55
Central	\$539,847.00	\$459,403.05	\$273,457.75	\$1,272,707.80
Southern	\$1,026,048.45	\$806,942.85	\$479,080.40	\$2,312,071.70
Western-Pacific	\$1,214,256.75	\$1,056,037.00	\$700,842.85	\$2,971,136.60
Overseas	\$937.65	\$599.00	\$399.50	\$1,936.15
<b>Total</b>	<b>\$3,700,425.75</b>	<b>\$3,168,620.15</b>	<b>\$2,013,559.90</b>	<b>\$8,882,605.80</b>

Source: Extended Mail Forwarding Monthly Push Report

#### 3) Number of customers and ratio of individuals, families, and businesses

Area	# of Extensions by Individuals	# of Extensions by Families	# of Extensions by Businesses	Total Customers
Atlantic	51,020	30,347	6,962	88,329
Central	26,669	18,993	3,582	49,244
Southern	46,005	37,747	6,614	90,366
Western-Pacific	62,805	41,526	9,337	113,668
Overseas	33	44	0	77
<b>Total</b>	<b>186,532</b>	<b>128,657</b>	<b>26,495</b>	<b>341,684</b>

Area	% of Extensions by Individuals	% of Extensions by Families	% of Extensions by Businesses
Atlantic	58%	34%	8%
Central	54%	39%	7%
Southern	51%	42%	7%
Western-Pacific	55%	37%	8%
Overseas	43%	57%	0%
<b>Total</b>	<b>55%</b>	<b>38%</b>	<b>8%</b>

Source: Extended Mail Forwarding Monthly Push Report

#### 4) Volume of mailpieces forwarded

Month	EMF Customers	Forwarded Pieces	Customers Not EMF	RTS/Wasted Pieces
April	15,525	25,256	2,303,384	10,851,473
May	26,711	44,494	3,152,854	15,262,342
June	25,917	41,985	2,859,463	15,585,024
<b>Total</b>	<b>68,153</b>	<b>111,735</b>	<b>8,315,701</b>	<b>41,698,839</b>

Source: Extended Mail Forwarding Forwarded Volume Monthly Push Report

#### 5) Attributable costs

Description	Individual Cost	Number of Items	Total Cost
<b>Development Costs</b>			
Server Purchase	N/A	20 servers	\$281,167.60
RSS Development and Testing	N/A	N/A	\$32,393.48
COA and MGO Development and Testing	N/A	N/A	\$157,545.69
<b>Attributable</b>			
IT Maintenance - FY 2020*	\$1,622.40	20 servers	\$32,448.00
RSS - Clerk Transaction (~2.88 min per request)**	\$4.36	308	\$1,342.88
<b>Total</b>			<b>\$504,897.65</b>

\*Source: Engineering – Delivery & Retail Systems, National Change of Address (NCOA), Computer Operations,

\*\*FY20 Window Cost Study

The attributable costs for Extended Mail Forwarding include both fixed and variable costs. The IT Maintenance costs are associated with maintenance of 20 dedicated servers, which is a fixed cost associated with offering the service, regardless of the quantity or location of the requests. Therefore, the IT Maintenance costs are not reported by district. The RSS – Clerk Transaction costs are variable, based on the number of Extended Mail Forwarding requests that are processed at a retail window and can be broken down by Area (see table below).

Area	Individual Cost*	# RSS requests**	Total Cost
Atlantic	\$4.36	81	\$353.16
Central	\$4.36	68	\$296.48
Southern	\$4.36	66	\$287.76
Western-Pacific	\$4.36	93	\$405.48
Other (Military ZIP Codes)	\$4.36	0	\$0.00
<b>Total</b>		<b>308</b>	<b>\$1,342.88</b>

\*Source: Engineering – Delivery & Retail Systems, National Change of Address (NCOA), Computer Operations, FY20 Window Cost Study

\*\*Source: Extended Mail Forwarding Monthly Push Report

**Note:** All Extended Mail Forwarding request for Military ZIP Codes were submitted via usps.com

#### 6) Comparison by Quarter

Quarter	Revenue	Extensions	EMF Customers	Forwarded Pieces	Customers Not EMF	RTS/Wasted Pieces
Q1	\$7,958,925.30	313,694	4,041	6,925	7,478,942	39,618,207
Q2	\$9,408,035.05	370,499	25,933	46,820	6,872,395	33,803,040
Q3	\$8,882,605.80	341,684	68,153	111,735	8,315,701	41,698,839
<b>Total</b>	<b>\$26,249,566.15</b>	<b>1,025,877</b>	<b>98,127</b>	<b>165,480</b>	<b>22,667,038</b>	<b>115,120,086</b>

Total Revenue By Quarter

